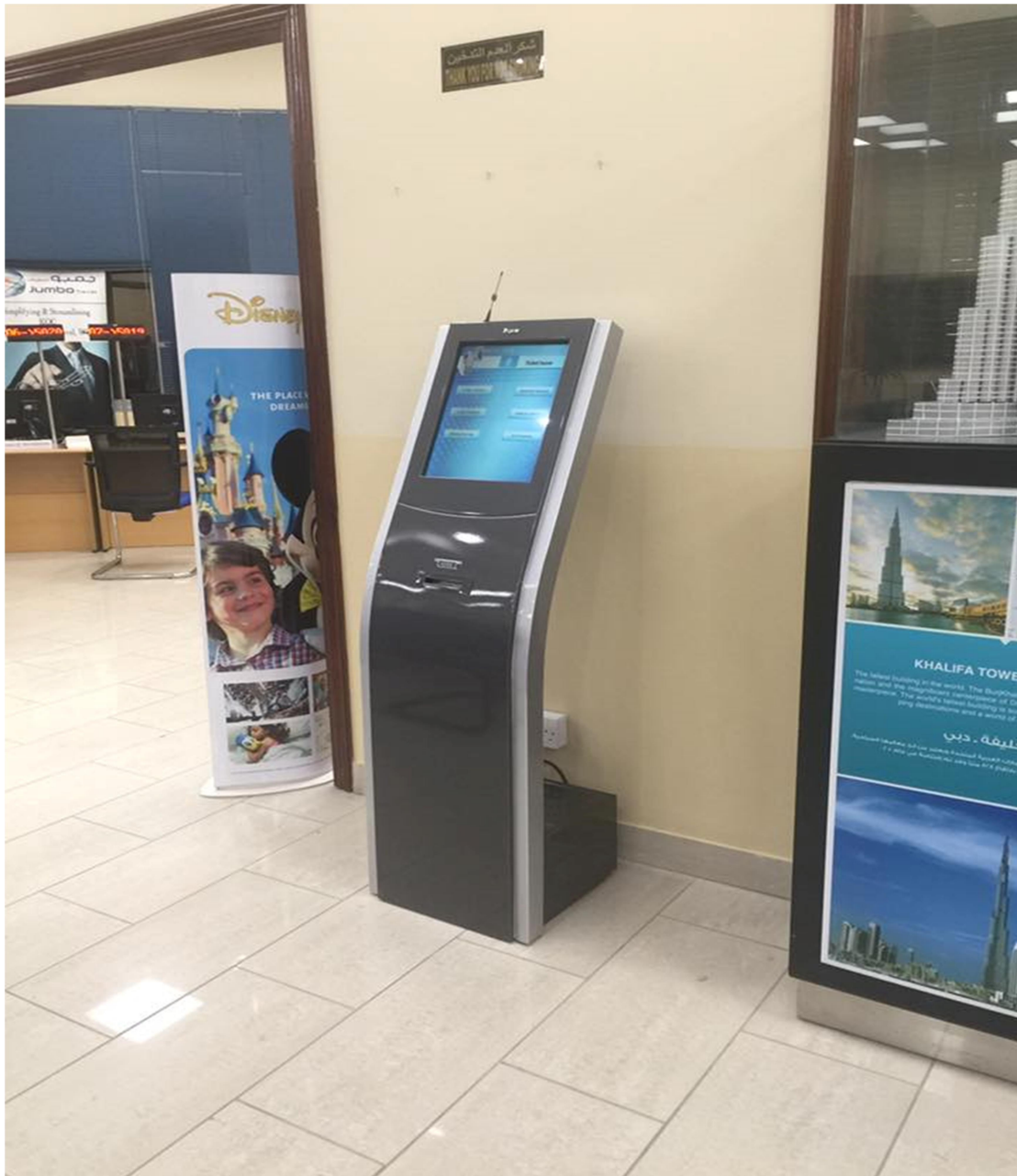


Case Study – Wireless Queue System – Kuwait oil company - Kuwait





Kuwait Oil Company's Responsibilities under the KPC's Umbrella involve the exploration, drilling and production of oil and gas within the State of Kuwait. The Company is also involved in the storage of crude oil and delivery to tankers for export

What is Queue Management System?

Queue Management is a set of principles aimed at controlling customer flow and streamlining the queuing experience.

Although usually we only take into account the effects of long queues on regular visitors, everybody — from customers to manager and top-level administration — benefits from proper Queue Management.

Requirements:

KOC required managing wireless queue system for their Employees travel division which provides various facilities of air ticket.

KOC has more than 20-30 to staffs to issue tickets using various services, Client required to management by counter LED and manipulator wirelessly to avoid errors and stopping queue system.

Challenges: Making sure to give 100% technologies using wireless, which avoid disconnecting in same premises of all devices has been installed.

Solution: Pegasus PQB41 series with 17" kiosk and queue software has been provided with power full wireless modules which connect to all manipulators ,counters LED and main display using wireless



Benifits

1. Manage Customer Queues

We all hate to wait but queues are inevitable. We have queues almost everywhere. Queue Management Systems help us wait comfortably instead of standing in long queues.



We take a ticket and wait for our turn. This not only helps in comforting customers but also reduces any sense of insecurity among customers that their turn might be taken by someone else. Happy customers will always be your best ambassadors. Not to mention the increase in revenue due to the customers being relaxed and happy.

2. Staff Satisfaction

With no customers jumping over each other to get to the counter, the staff is relatively at ease. This helps the staff serve customers in a relaxed environment.

A recent study by economists at the University of Warwick found that happiness led to a 12% spike in productivity, while unhappy workers proved 10% less productive. As the research team put it, “We find that human happiness has large and positive causal effects on productivity. Positive emotions appear to invigorate human beings.

3. Improve Service Quality

Now that you have relaxed staff, you can expect better service quality. The statistics provided by an Intelligent Queue Management system helps you keep a track of staff performance. Any service level issues are highlighted immediately. Managers can follow live statistics and even assign more staff to a particular service. This helps in bringing down waiting times. In addition to this, the statistics also point out any staff that might be slower than others and may need help or training.

Our Service for Queue Management System

We Install Queue Systems in Many Customers Like Government, Retail, and Cooperative Etc...

We are giving the Best Quality and best system which they can use easily can understand easily and satisfaction without system.

We have wired & Wireless technology both Queue system and we are making customize as per client requirement. Our first priority is making customer satisfaction we will understand the customer requirement after we will serve the services and what system they want.